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CHAPTER 4

## ENVELOPES AND MAILING

### 1. GENERAL

The postage and fees paid system, as used by most Federal agencies, governs the mailing practices set forth in this chapter. If the system has been adopted in full, no postage or fees are required on any kind of mail. Some of the duties described here may be performed by the mailroom; most of them are the responsibility of the secretary.

Further information about stationery and forms for correspondence is given in Bureau of the Budget Circular No. A-33, revised March 9, 1959, "Standards of specifications and utilization: Stationery, envelopes, and memorandum and messenger forms."

### 2. ROUTE SLIPS, ENVELOPES, AND ADDRESS LABELS

a. **Route slips.** Each agency maintains one or more types of route slips. A route slip is intended for use on mail that does not need to be covered and that is to be delivered by agency messenger. If you have a choice, select the slip that enables you to transmit the letter most efficiently.

#### b. Envelopes

(1) **Postage and fees paid envelope.** A mailing envelope has the notation "Postage and Fees Paid" printed in the upper right corner of the address side. The return address and "Official Business" appear in the upper left corner of the address side. Window envelopes should be used whenever possible. When a window en-

velope cannot be used, select a regular envelope of the appropriate size. Sizes of envelopes that may be requisitioned are listed in detail in the Stores Stock Catalog issued by the Federal Supply Service, General Services Administration.

Use large flat envelopes for mailing multiple enclosures, pamphlets, and paperback books. Avoid using oversize envelopes for heavy pieces of printed matter, since the contents become damaged by shifting during handling. When contents are heavy, reinforce with gummed tape an envelope that closes with a metal clasp or with a button-and-twine device. Press the envelope flat before mailing.

(2) **Interoffice, chain-type envelope.** Standard Form 65, Revised, "U.S. Government Messenger Envelope," is the envelope prescribed for use throughout the Government to send mail and printed matter between offices within the same city. It is brown manila, perforated. Size 9½ by 12 inches has 40 preprinted address spaces. Size 12 by 16 inches has 84 preprinted address spaces. The "Stop" space is used primarily in the Washington, D.C., area, but may be used elsewhere. The messenger envelope is not suitable for sending material through postal channels.

c. **Address labels.** Use a postage and fees paid address label on packages or on large envelopes which do not go easily into a typewriter.

d. **Postal requirements.** Specifications as to requirements for envelopes to be sent through postal facilities are described in Post Office Department Publication 28, March 1958, "How To Address Mail." You may obtain this publication through your mailroom or directly from the Post Office Department.

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MESSAGE TO BE TRANSMITTED (Use double spacing and all capital letters)

ARTHUR PAGE CO.  
ATTENTION: ROBERT BRACKLE  
4312 NORTH 34 STREET  
SALT LAKE CITY, UTAH

Attention line included

SINGLE ADDRESS--COMMERCIAL SYSTEM

MESSAGE TO BE TRANSMITTED (Use double spacing and all capital letters)

GSA-PBS SYSTEM  
WUX OMAHA, NEBRASKA

Field office in city not served directly by General Services Administration system. WUX indicates a tie-line customer. The ultimate address is shown at the beginning of the text of this message.

RETURN REFILE SERVICE--GSA SYSTEM

MESSAGE TO BE TRANSMITTED (Use double spacing and all capital letters)

TO ATTACHED LIST  
(28 addressees)

Identical messages to several individual addressees. If there are too many addressees to list on the page with the messages, list them on a separate sheet and attach to the telegram.

BOOK OR MULTI-ADDRESS--GSA SYSTEM

EXHIBIT 1-J.—Other Forms of Address for Telegram—Page 1.

**GENERAL SERVICES ADMINISTRATION**  
WASHINGTON 25, D. C.

March 20, 1961

**GENERAL SERVICES ADMINISTRATION CIRCULAR NO. 233**

**TO : Heads of Federal Agencies**

**SUBJECT: U.S. Government Correspondence Manual**

1. General. This circular announces the availability of the U.S. Government Correspondence Manual.
2. Background. At the request of the Bureau of the Budget, the General Services Administration coordinated the development of a Government-wide correspondence and style manual.

A Working Committee from 21 agencies was responsible for drafting the manual. The Committee served under the direction of an Advisory Board drawn from the large departments and agencies.

In developing the manual the Advisory Board and Working Committee sought to achieve the following objectives:

- a. Provide a uniform correspondence style for Government;
- b. Eliminate time and costs expended in developing individual agency manuals; and
- c. Minimize training time for Government stenographers, typists, and secretaries, especially when interagency transfers are involved.

As a result of the cooperative effort, the standards described in the manual are a composite of good practices used in many agencies. Most agencies can adopt these practices with only minor changes in their present methods.

3. Contents. Manual coverage is shown by the table of contents (Attachment 1).
  - a. Part I, Preparation of Correspondence, contains the guides the typist will need most often when preparing letters, memorandums, and telegrams. The text also includes instructions for correspondence assembly and mailing. Each subject is presented in

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the order usually followed by the typist. Background information is included to help the typist understand the reason for and the use of specific correspondence practices. Attachment 2 illustrates the first page of the chapter on envelopes and mailing.

- b. Part II, Style Practices, is based on the Government Printing Office Style Manual, the authority on form and style for Government printing. The style guides most useful to the typist have been selected and included in this part.
  - c. Part III, Preparation of Special Documents, contains instructions for the preparation of Federal Register documents and legislative materials. Also included are guides for preparing notices, agenda, and minutes of meetings and for typing reports. Procedural information helpful to the typist working on special documents is embodied in the text.
  - d. A bibliography citing references on grammar, writing, editing, and secretarial practices follows the three parts described above.
4. Design and Specifications. The manual is designed to be used as a combined correspondence practices and style guide. An overall table of contents and index covers the three parts. Attachment 3 is a reproduction of a page from the index.

The individual parts of the manual can be used separately if necessary. Each part has its own series of page numbers. References between parts have been eliminated. A brief table of contents is furnished for each part.

The manual is printed on both sides of 8" x 10 1/2" white paper. It is a looseleaf publication for standard three-ring binders. Paper covers are supplied. Index tabs provide easy reference to 12 major subject matter areas.

The text is accompanied by full page exhibits illustrating major correspondence practices. (See Attachment 4 for sample exhibit.) Smaller cuts are used to show important procedural steps.

The organization of the manual permits easy supplementation by agencies finding it necessary to include special practices and procedures.

5. Availability of Manual. The manual will be available on or about March 31, 1961, from General Services Administration as a stores stock item.

A complete manual consists of the following four stock items:

<u>Item</u>	<u>Federal Stock No.</u>	<u>Cost</u>	<u>Units per</u>	
			<u>Pkg.</u>	<u>Carton</u>
Part I. Preparation of Correspondence	7610-753-4888	\$0.15	25	150
Part II. Style Practices	7610-753-4889	0.15	25	150
Part III. Preparation of Special Documents	7610-753-4890	0.10	25	150
Cover, Table of Contents, Bibliography, Index, and Tabs	7610-754-2588	0.25	25	150
Total Cost		\$0.65		

All four stock items must be requested when ordering complete manuals.

The manual will be stocked exclusively by General Services Administration Region 3, Federal Supply Service, Stores Division, Washington 25, D. C. Agency requirements should be consolidated and submitted on regular purchase orders to the above General Services Administration office.

The public will be able to purchase the manual from the Government Printing Office, Superintendent of Documents, Washington 25, D. C., at an estimated price of \$1.50 per copy.

6. Introductory Workshop. As an aid in introducing the new manual to agency personnel, a Correspondence Manual workshop script has been developed. The workshop is a 2-hour session designed to acquaint manual users with the organization and contents of the manual. Important correspondence practices, which should be treated uniformly by Government agencies, are emphasized.

The workshop is designed to be given by personnel of the individual agencies. The National Archives and Records Service will provide

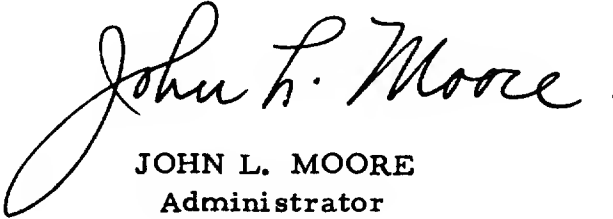
instruction on conducting the workshop to a limited number of persons designated as "trainers" by the agencies.

7. Action Requested. Heads of agencies are requested to encourage the use of the manual in their agencies as soon as possible. Sample copies of the manual are available without charge (from the office shown in 8, below) to acquaint agency officials with the contents and format of the manual and to aid in planning for its introduction into the agency.

Agency heads are also invited to use the introductory workshop materials and training assistance available from the General Services Administration

8. Further Information. Headquarters offices of Federal agencies may obtain sample copies and additional information about the manual from the General Services Administration, National Archives and Records Service, Office of Records Management, Washington 25, D.C. Headquarters offices in the metropolitan area of Washington, D.C., may call WOrth 3-4626, or Government dial code 13, extension 34626.

Information about the introductory workshop may also be obtained from the above office.

  
JOHN L. MOORE  
Administrator

Attachments



## CORRESPONDENCE MANAGEMENT--ITS AIMS AND HOW ACCOMPLISHED

### WHAT IS CORRESPONDENCE MANAGEMENT?

It is a streamlining process employing the techniques of effective writing and the use of form and pattern correspondence. The results: Better correspondence prepared by speedier, simpler and more economical means; less correspondence to manage, dispose of, and store.

### HOW CAN RESULTS BE ACHIEVED?

1. By adhering to the approved procedures and style standards set forth in the Agency Correspondence Handbook.
2. By writing more effectively. Shorten words, sentences, and paragraphs. Avoid trite words and expressions and the overuse of prepositional phrases. Apply the four "S's" to your writing: Simplicity, Sincerity, Shortness, and Strength. Strive for clear-cut, readable writing.
3. By using form letters, pattern correspondence, and other substitutes for drafted or dictated material.

### WHAT IS THE APPROACH?

First you must determine certain facts about your office's correspondence. What percentage is dictated or drafted? How much is repetitive? Upon review, what percentage is returned for rewrite or retype? To what extent is it below average in quality. How much could be replaced by informal notes or discussion. Are unnecessary copies being prepared?

These questions are answered by analyzing samples of correspondence collected over a normal period of operation (30 to 60 days). Samples can be provided simply by having typists prepare an extra copy of each piece of correspondence typed during the sampling period.

Your findings will disclose where form letters (or memos), pattern correspondence, and other streamlining techniques can be used. Unnecessary copies can be eliminated; adherence to prescribed style standards can be ensured. Individual writing weakness will also be revealed. You will be furnished standards for correcting these.

### WHAT GUIDANCE WILL YOU RECEIVE?

Written guides and personal assistance will be furnished during the inauguration and continuance of the program. A staff representative will be pleased to discuss correspondence management further with you. Call extension 3742.

RECORDS MANAGEMENT - GENERAL

"The Archivist Looks at Records Management," Margaret C. Norton,  
Illinois Libraries, October, 1956. p. 222-233

A discussion of the archivist's role in the treatment of the  
problems of records creation, preservation, and disposition.

A Checklist on Paperwork in General, General Services Administration,  
National Archives and Records Service, Washington, D. C., 1956. 3 p.

Measurement standards for efficient paperwork management.

A Checklist on Records Management Program Content and Administration,  
General Services Administration, National Archives and Records  
Service, Washington, D. C., 1956. 3 p.

Questionnaire intended to determine the effectiveness of the  
content, coordination and planning of a records management  
program.

The Federal Records Act of 1950, (Public Law 754, 81st. Congress),  
1957, 1 p.

Section 505 defines the records management responsibilities  
of the General Services Administration.

"Federal Records Management Since the Hoover Commission Report,"  
Herbert E. Angel, The American Archivist, January, 1953.  
p. 13-26

Reviews records management accomplishments to date in relation  
to responsibilities set forth in Public Law 754, 81st. Congress.

A Guide to Paperwork Quality, NMOINST 5214.1, Navy Management Office,  
Department of the Navy, 1958. 22 p.

Provides information on the application of quality improvement  
and control techniques to paperwork operations.

"The Hoover Commission and Federal Recordkeeping," Robert Krauskopf,  
The American Archivist, October, 1958. p. 371-399

An appraisal of the significance of the two Hoover Commissions  
in the field of records management and paperwork management.

*also  
Managing your Business Memory 1946  
by J. S. Oliver Office Executives Assoc. N.Y.*

(OVER)

"Investigation of Federal Recordkeeping, 1887-1906," Harold Pinkett, The American Archivist, April, 1958. p. 163-192

Deals with the search for efficiency in Federal records management practices by the Cockrell Committee, Dockery Commission and Keep Committee.

Paperwork Management, Part I, A Report to Congress by the Commission on Organization of the Executive Branch of the Government, Washington, D. C., 1955. 23 p.

Contains recommendations for the establishment of a government-wide paperwork management program to promote efficiency and economy.

Paperwork Management Program for the Department of the Navy, SECNAVINST. 5210.8, Department of the Navy, Washington, D. C., 1956. 3 p.

States the objectives of the Navy's paperwork management program and the responsibility for its administration.

Purpose and Scope of An Agency Records Management Program, Directive issued by Office of Records Management, National Archives and Records Service, Washington, D. C., N.D. 2 p.

Directive outlining the purpose of records management and defining the broad areas of responsibility in the handling of correspondence, mail and records.

Records Administration, Army Regulation 345-200, Department of the Army, Washington, D. C., 1958. 14 p.

Regulations and procedures showing the scope of the Army's records administration program.

"The Taft Commission and the Government's Record Practices," Bess Glenn, The American Archivist, July, 1958. p. 277-303

Describes the work of the Taft Commission and its recommendations in relation to the administration of modern records.

Task Force Report on Paperwork Management, Part I (Paperwork Management in U. S. Government), [Second] Commission on Organization of the Executive Branch of the Government, Washington, D. C., 1955. 66 p.

A report by the Task Force on paperwork management in the Federal Government, together with the recommendations.

Task Force Report on Records Management, (Appendix C), Commission on Organization of the Executive Branch of the Government, Washington, D. C., 1949. 48 p.

A report on record making and record keeping practices in the Federal Government, with its recommendations and summaries of of anticipated improvements and savings.